

Chronology of Defect on January 18, 2024

Sudden increase in steering effort on MY2024 CX-90
Mazda #6524A

November 24, 2022: Mazda received the first field report, from Japan.

December 12, 2022: Mazda received its second field report, from Sweden. Mazda began to investigate this condition.

March 1~29, 2023: Mazda identified the root cause. It was due to pushed out grease from the gear teeth.

April 6, 2023: Mazda implemented a countermeasure for production vehicles, which modified the teeth shape of the worm wheel to allow for proper application of grease to the gear.

April 30, 2023: Service information was issued in Japan and Europe, where several failures occurred to ensure dealerships were informed of the remedy.

September 27, 2023: The same failure occurred on improved parts, which had the updated worm wheel gear teeth shape. Improvement parts were found to be inadequate.

October 13, 2023: Mazda examined the failure mechanism using the previously improved part and considered further improvement to correct this condition.

October 27, 2023 ~ Nov 8, 2023: Mazda received three field reports from the U.S.

December 11, 2023: Mazda implemented the permanent countermeasure on production MY2024 CX-90 vehicles, which reduced the spring force applied to the worm gear. Excessive spring force caused grease to be pushed out from the gear teeth resulting in lack of oil film. This caused the sticking condition.

December 13, 2023: Mazda continued investigations and confirmed this condition does not cause the steering to lock-up or bind. Furthermore, the driver will feel a momentary increase in effort to steer which feels like a sticky steering condition.

December 22, 2023: Mazda received two additional field reports from the U.S.

January 11, 2024: As momentary sticky steering may cause a loss of vehicle controllability, Mazda judged this condition as impacting vehicle safety. Therefore, Mazda held a Quality Audit Committee meeting to review all available information to date and approved a proactive field action on certain MY2024 CX-90 vehicles.

As of January 11, 2024, Mazda is not aware of any reports of accident or injury related to this concern. Also, as of this date, five field reports have been received by the United States and/or Territory markets.